



# **Cancer Electronic Health Record (caEHR)**

## **Deployment Team**

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### **ONLINE SURVEY TOOL ANALYSIS**

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## 1. Introduction

The Online Survey Tool Analysis provides an analysis of the feasibility of using SurveyMonkey, an online survey tool, to support Cancer Electronic Health Record (caEHR) deployment site assessments. This document summarizes the context of the site assessment, requirements of the online survey tool, results of the SurveyMonkey assessment, and our recommendations.

## 2. Site Assessment Context

The purpose of the caEHR project is to support the ambulatory oncology clinical care and engage the software vendor communities (open source and commercial) by delivering a series of business capability services that address the unique needs of the ambulatory oncology sector while meeting the American Recovery and Reinvestment Act (ARRA) Health Information Technology for Economic and Clinical Health Act (HITECH) meaningful use requirements. The business capabilities will be highly modular and configurable to address a wide range of clinical settings. They will position users for effective integration with other clinical, administrative and research systems, leverage existing health information technology (HIT) standards and extend these standards from an oncology perspective where appropriate and be released with a full set of specifications that can be used by vendors and implementers to leverage all or portions of the caEHR deliverables.

As part of the process to assess the readiness of NCI Community Cancer Centers Program (NCCCP) sites to deploy caEHR services, the caEHR Deployment team has developed a comprehensive Interview Guide to capture operational and technical information about the sites. This Interview Guide is comprised of over 380 questions, including free-text, yes/no and 5-point Likert scale elements. Much of the data will be captured during the site visits either through conversations with site staff, review of documentation provided by the sites, or validation of data the caEHR Deployment Team pre-populates based on publicly available information and data previously collected by other CBIIT projects involving the NCCCP sites. If requested by the sites, the Interview Guide could be sent to the sites for completion or for validation of data captured. The responses from the Interview Guide will be scored and fed into an analysis framework which will help determine the readiness of the site for deploying the caEHR Business Capability. It is expected that an online survey tool would facilitate the completion of the Interview Guide in a timely manner and compare results across sites where relevant.

## 3. Online Survey Tool Requirements

In order for the Online Survey Tool to be viable, certain requirements have to be met given the context of the site assessment. Although not an exhaustive list of requirements, the Online Survey Tool should:

1. Allow the survey questions to be systematically loaded due to the large number of questions in the Interview Guide

2. Be secure to guarantee the confidentiality of the responses as some of the data will be proprietary
3. Provide a link to the survey that can be emailed securely to the point of contact at the site
4. Allow the assignment of a user id and password to the respondents
5. Have the capability to copy the survey to a link with a different name to allow a survey to be assigned to a different NCCCP site
6. Allow the responses to be scored
7. Allow direct access to the data in a database or, at least, allow data to be downloaded to Microsoft Excel or other analysis tool
8. Have a user interface to allow users to analyze the data

#### **4. Assessment Findings**

The Deployment Team tested SurveyMonkey against these requirements. A subset of survey questions were configured in SurveyMonkey and the link was emailed to a few team members who were asked to access the tool and respond to the survey. The observations are as follows:

1. Each question had to be manually configured in SurveyMonkey which meant systematically loading the Interview Guide was not possible
2. SurveyMonkey guarantees that the data will be secure and will not be sold or compromised
3. The link to the survey can be emailed to the point of contact
4. No user id or password security was found on SurveyMonkey which meant anyone who has access to the link could access the survey
5. No scoring mechanism was available on SurveyMonkey
6. No user interface was available within SurveyMonkey to analyze the data. It was possible to download the survey results into a Microsoft Excel, CSV, PDF or XML format so any analysis would have to be done after downloading the results
7. Since SurveyMonkey needs to be accessed via the internet, if the Deployment Team was at a NCCCP site and did not have access to the internet, it would not be able to enter the responses from their point of contact

## 5. Recommendations

After testing SurveyMonkey, the caEHR Deployment team concluded that many of the key requirements such as systematically loading the Interview Guide, user id and password security, ability to update the Interview Guide without internet access and the ability to analyze the data within the tool were not present in SurveyMonkey. Compared to SurveyMonkey, it would be easier to keep the Interview Guide in Microsoft Excel format and do the scoring and analysis in Excel. Other survey tools should be reconsidered if project priorities allow for such analysis.